

Chapter 2 — Configuring your CAP

General information

This chapter contains the following information:

- descriptions and diagrams for the CAP key layout and the key expansion module(s)
- procedures and a diagram about how to install and remove the key expansion module(s)
- overlays that you use to configure your CAP telephone on a TTY.

Key layout

A number of features make it easy for you to respond to and transfer calls using the CAP. Each CAP telephone is pre-configured with certain features. (Pre-programmed data can be found in Appendix A of the Installation guide.)

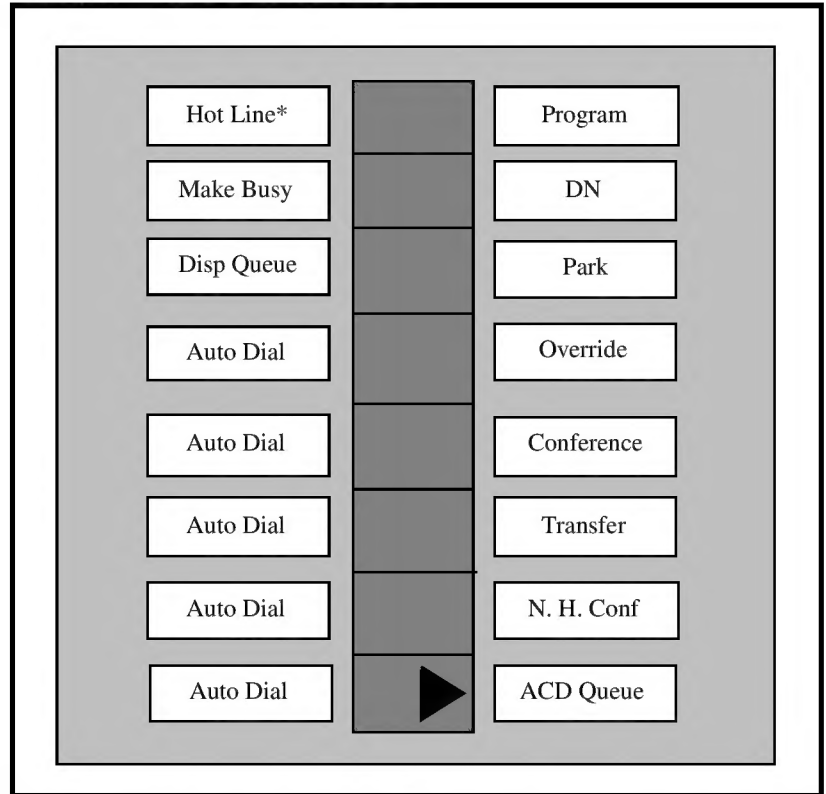
To activate pre-configured CAP data, select a CAP model using the administration telephone and carry out the appropriate overlays on the CAP, which is described later in this chapter. You are not locked into the pre-configured model however. If you choose, you can change features to meet your specific needs.

The feature keys shown in Figure 1 provide an example of the most commonly used CAP functions. The CAP extension key (ACD queue) is found at the bottom right hand corner of the keypad and has a default extension number.

Note: The chapter in this guide called “Using common CAP features” briefly describes the common features for a CAP and gives detailed instructions on how to use each feature.

Figure 1 shows the model feature key assignments on the CAP telephone. These are the features you get when you select a CAP model using the administration telephone.

Figure 1
Default M2216 or 2616 CAP model



* This key is used to connect to the office paging system. Assign it with the paging route access code and define it when you activate the telephone.

Key expansion modules

Up to two optional Meridian Key Expansion Modules (NT2K22XH) can be used with the base CAP telephone. The keys in Figure 1 show the key expansion module with example labels for department or individual names. These keys act as Direct Station Select (DSS) keys and Busy Lamp Field arrays. Each of these keys is programmed with the Terminal Number (TN) of the telephone to which it corresponds. To program these keys use LD 11, explained later in this chapter.

You can use these keys to visually find out the status of a telephone, or to contact and extend calls to telephones. The status of a telephone is indicated by the key lamp in the following ways:

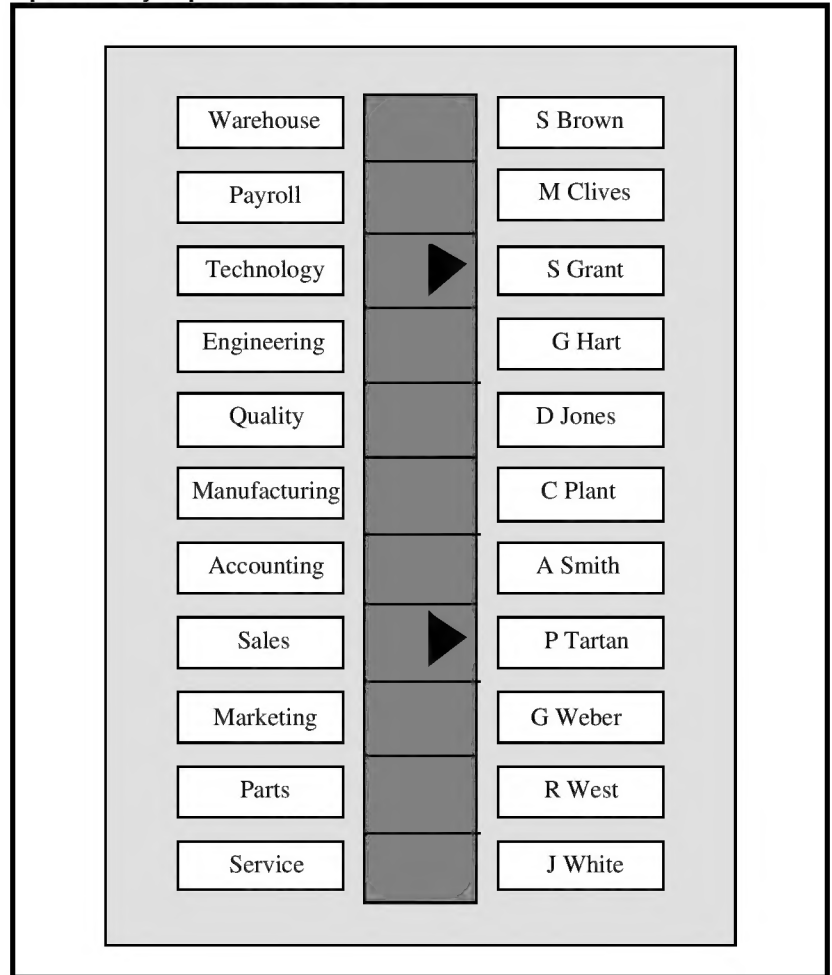
Idle — The key lamp is off.

Busy — The key lamp is steadily lit.

Forwarding — The key lamp is flashing.

Figure 2 shows an example of a key expansion module.

Figure 2
Optional key expansion module



Installing the key expansion module(s)

Use this procedure to add one (single) or two (double) key expansion modules to the M2616 or M2216 ACD CAP telephone.

Note: Before installing the key expansion module(s), make sure that you have the associated footstand, the power supply board, and the additional power source.

- 1 Remove the telephone handset and place the telephone upside down on top of a level, solid work surface covered with soft material or paper to avoid damaging the keys or the telephone face.
- 2 Disconnect all cords from the telephone.
- 3 Remove the two screws from the stand assembly and unsnap it from the telephone by pressing inward at the back of the stand (where it meets the base) and pulling upward.

Note: If you are using an M2616 telephone and it is equipped with a Programmable Data Adapter, the Programmable Data Adapter must be removed and installed into the key expansion module footstand.

- 4 If the telephone is not yet equipped with the power board, install the power board now.
- 5 Align the bottom of the key expansion module(s) to the bottom of the telephone. (Refer to Figure 3.)
- 6 Snap the end of the ribbon cable connector(s) into the bottom interface jack on the key expansion module. Snap the other end of the ribbon cable into the interface jack in the left side of the telephone. Gather the excess cable in the base of the key expansion module.
- 7 If you are adding a second key expansion module, snap the end of a second ribbon cable connector into the bottom interface jack on the second key expansion module. Snap the other end of the ribbon cable into the top interface jack on the first key expansion module. (Refer to Figure 3.) Gather the excess cable in the base of the second key expansion module.

- 8 If the telephone is equipped with a Programmable Data Adapter, reconnect the data cable to the base telephone jack. Make sure that the Programmable Data Adapter cable and the interface cable do not get pinched between the base and the stand.
- 9 Secure the footstand to the key expansion module(s) and to the telephone by placing the footstand tabs into the slots provided on the base of the key expansion module and telephone and pressing down. Make sure that the stand is firmly attached to the base. Ensure that the ribbon cable(s) are not pinched between the footstand and the mounting posts.
- 10 Insert the three (or four if you have two modules) self-tapping Phillips head screws supplied with the key expansion module into the mounting holes in the bottom of the footstand. Tighten the screws firmly with a #1 Phillips screwdriver.
- 11 Tighten all screws, replace all cords and place the telephone in its normal operating position. Place the label supplied with the key expansion module(s) on the bottom cover of the telephone (or the footstand) for tracking purposes.
- 12 Perform the self test and acceptance test procedures. (Refer to the *X11 Software guide* for information about these test procedures.)

End of Procedure

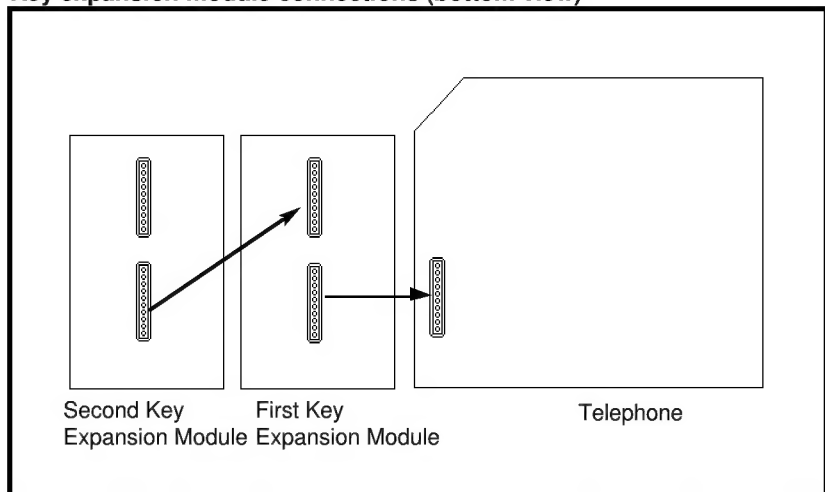
Removing the key expansion module(s)

Use this procedure to remove one (single) or two (double) key expansion modules to the M2616 or M2216 ACD CAP telephones.

- 1 Remove the telephone handset and place the telephone upside down on top of a level, solid work surface covered with soft material or paper to avoid damaging the keys or the telephone face.
- 2 Disconnect all cords from the telephone.
- 3 Remove the screws from the stand assembly (where it meets the key expansion module) and unsnap the stand assembly from the key expansion module and the telephone by pressing inward at the back of the stand (where it meets the base) and pulling upward.
- 4 Remove the interface cable from the telephone by pressing down on the locking tab. If you have an interface cable on the first key expansion module (closest to the telephone), remove it now.

End of Procedure

Figure 3
Key expansion module connections (bottom view)



For more information about installing key expansion modules, refer to NTP 553-3001-215, *Set and console installation*.

Configuring your CAP

The Central Answering Position (CAP) can be configured using the CAP telephone model of as described in the *Option 11C Installation Guide, Appendix A—Pre-programmed data*.

The CAP can also be configured using a TTY.

To configure the CAP use the system's TTY to access the following overlays in the order listed below.

Note: The following is a summary of the steps to follow when configuring the CAP from a TTY. Refer to the *Option 11 X11 Administration Input/Output Guide* for a complete listing of prompts and responses for the following overlays.

LD 16: Use this overlay to configure your RAN trunk routes.

LD 14: Use this overlay to configure your RAN trunks.

LD 23: Use this overlay to configure the CAP queue.

LD 15: Use this overlay to do the following:

- Define and modify the attendant extension number.
- Define the night number and time.
- If necessary, define a second night number and time.
- Define customer options.

LD 11: Use this overlay to define the CAP features, including Busy Lamp Field and Direct Station Select.

LD 16 - Defining and modifying trunk routes

Note: Refer to the Option 11 *X11 Administration Input/Output Guide* for a complete listing of prompts and responses for the following overlay.

To configure RAN trunk routes, respond as follows for prompts in this overlay:

Prompt	Response	Explanation
REQ	aaa	“aaa” = NEW, OUT, CHG, END
TYPE	bbb	“bbb” = trunk type (COT, TIE, DID, etc.)
DMODL	ccc	“ccc” = the route default model number for this route.

LD 14 - Defining and modifying trunks

Note: Refer to the Option 11 *X11 Administration Input/Output Guide* for a complete listing of prompts and responses for the following overlay.

To configure RAN trunks, respond as follows for prompts in this overlay:

Note: LD 14 is also used to assign incoming trunks with a Priority (via CLS=APY).

Prompt	Response	Explanation
REQ	aaa	“aaa” = NEW, OUT, CHG, MOV, END
TYPE	bbb <M>	“bbb” = the trunk type (COT, TIE, DID, etc.) “M” is optional. Enter “M” if you are using a model trunk.
MODL	ccc	“ccc” = a 1 to 3 digit model number. This prompt comes up only if you enter a value for “M”.
TN	cc uu	If you enter a value for “M” this prompt does not appear.
CDEN		If you enter a value for “M” this prompt does not appear.
TOTN	cc uu	If you enter a value for “M” this prompt does not appear.

LD 23 - Configuring ACD as the night number

Note: Refer to the Option 11 *X11 Administration Input/Output Guide* for a complete listing of prompts and responses for the following overlay.

The CAP queue (ACD queue) is configured using LD 23. Respond as following for the specified prompt:

Prompt	Response	Explanation
REQ	NEW	
TYPE	ACD	"ACD" = ACD data block
CUST	0 - 31	customer number
ACDN	xxxx	"xxxx" = ACD directory number
MWC	NO	not message center
ACPQ	(NO), YES	answered calls are (are not) given priority when re-entered in queue
AST	<CR>	Associated set (used with Meridian Link only).
DSAC	<CR>	Server IS/data service access code (used with Meridian Link only).
MAXP	1-120	Maximum number of positions.
SDNB	(NO), YES	Block (or not) calls to the Secondary DN.
BSCW	(NO), YES	Block (or not) calls to the secondary DN on walkaway.
ISAP	(NO), YES	ACD messages sent (not sent) across the ISDN/AP link.
RGAI	YES, NO	Ring again for internal calls.
FRRT	0-511	First RAN route number for ACD.
FRT	0-2044	Time in seconds allowed before unanswered incoming ACD calls are connected to the first RAN (appears if FRRT RAN route number is identified above).

Prompt	Response	Explanation
SRRT	0-511	Second RAN route number for ACD.
SRT	0-2044	Time in seconds before second RAN is connected to ACD calls (appears if SRRT RAN route number is identified above).
NRRT	0-127	RAN route number assigned as night announcement for ACD calls.
FROA	(NO), YES	First RAN to be given to incoming calls immediately
NCFW	x...x	Night call forward DN for ACD calls (up to 23 digits)
FORC	(NO), YES	Call forcing option

LD 15 - Configuring customer options

Note: Refer to the Option 11 *X11 Administration Input/Output Guide* for a complete listing of prompts and responses for the following overlay.

In overlay 15, respond as follows for the specified prompts:

Prompt	Response	Explanation
NIT	xxxxxxx	xxxxxxx is the ACD directory number of the CAP queue defined in LD 23. Up to 7 digits are allowed if the DNX package is equipped, otherwise only 4 digits can be entered.
FLSH		
MPOP	YES	set multi-party prompts
FMOP	YES	set misoperation prompts
RGNA	STD ATN	Ring No Answer treatment
AOCS	<CR>	
RCY1	<CR>	
RCY2	1 - (6) - 15	Ring Cycles before forwarding to attendant

In LD 15, the customer data block, the prompt **ATDN**, or Attendant Directory Number, defaults to **0**. When **0** is dialed by a station user, the nonexistent console is seen by the Option 11 as being in night service. Therefore, all dial **0** calls are directed to the night number, which is the ACD directory number of the CAP.

All calls redirected to the CAP which are subsequently transferred to a station, may be redirected to Meridian Mail or recalled to the CAP ACD queue. The software associated with this produces prompts in LD 15, which determine whether or not a call is recalled to the CAP queue or redirected to a forward no answer destination such as Meridian Mail.

LD 11 - Configuring your CAP

Note: Refer to the Option 11 *X11 Administration Input/Output Guide* for a complete listing of prompts and responses for the following overlay.

In overlay 11, respond as follows for the specified prompts:

Prompt	Response	Explanation
AOM	0, 1, 2	add-on modules 0, 1, or 2
CLS	SPV ADD SWA	“SPV” = supervisor “ADD” = automatic digit display “SWA” = station-to-station call waiting allowed
KEY	0 ACD xxxx yyyy	“xxxx” = ACD queue directory number “yyyy” = position ID
	xx MSB	“xx” = key number MSB = Make Set Busy
	xx DWC yyyy	“xx” = key number DWC = ACD Display Waiting Calls “yyyy” = ACD-DN
	xx TRN	“xx” = key number TRN = Transfer
	xx AO6	“xx” = key number AO6 = Conference
	xx NHC	“xx” = key number NHC = No Hold Conference
	xx PRK	“xx” = key number PRK = Call Park
	xx BFS aa bb	“xx” = key number BFS = Busy-Forward Status “aa bb” = TN (repeated for all digital stations being monitored)